Application No.: 10/083,263

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application.

LISTING OF CLAIMS:

1. (Currently Amended) A customer satisfaction system, comprising:

a query module for automatically sending queries to customers as to problems with goods or services provided by a provider according to a predetermined schedule and for receiving responses from customers to the queries, wherein a query includes a user interface for receiving responses input from a customer;

an analysis module for analyzing responses from customers to identify a customer problem, for sending the identified customer problem to a problem solver module for resolution by a problem solver, and for tracking status of the identified customer problem; and

at least one problem solver module for receiving an identified customer problems from the analysis module, for transmitting the identified customer problem to a problem solver, for responding to customer problems, for generating receiving a solutions to the identified customer problem from the problem solvers, and for transmitting the solution solutions to customersthe customer;

wherein, upon transmission of a-the solution to a-the identified customer problem to a-the customer, the problem solver module notifies the analysis module of the solution and the analysis module causes the query module to send a query to the customer requesting verification that the problem has been solved.

- 2. (Original) The system of claim 1, further comprising a memory for storing a copy of each query sent, response received, problem identified and solution generated.
- 3. (Original) The system of claim 2, further comprising a report generator module for generating a report of queries sent, responses received, problems identified and solutions generated.

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- 4. (Original) The system of claim 1, wherein the query module sends queries via e-mail and receives responses via e-mail.
- 5. (Currently Amended) The system of claim 1, wherein the analysis module includes a pattern recognition system for analyzing customer problems responses.
- 6. (Original) The system of claim 3, wherein the report generator module includes a problem reporting module and a customer relationship management database.
- 7. (Original) The system of claim 5, further comprising an account activity module including records of customer account activity for storing a record of customer queries, customer responses, customer problems and solutions.
- 8. (Original) The system of claim 1, wherein the predetermined schedule comprises once a month.
- 9. (Original) The system of claim 1, wherein the predetermined schedule comprises once a week.

Claims 10 - 18. (Cancelled).

- 19. (Previously Presented) The system of claim 1, wherein, the analysis module, responsive to a response from the customer verifying that the problem has been solved, for closing the identified customer problem.
- 20. (Previously Presented) The system of claim 1, wherein, the analysis module, responsive to a response from the customer that the problem has not been solved, opens a new customer problem.